



GENERAL MANAGER

JOB DESCRIPTION

Responsible to: CEO

INTRODUCTION

Shubbak (meaning 'window' in Arabic) supports and celebrates the diversity of Arab artists' creativity and innovation through its professional and engagement programmes, national touring and biennial multi-artform London Festival. Working nationally and internationally, we commission, initiate and develop projects that encourage a wide range of creative approaches in an artist-led process. The festival brings new and unexpected voices alongside established artists to London every two years. An ambitious programme connects London audiences and communities with the best of contemporary Arab visual arts, film, music, theatre, dance, literature and debate. The 2019 festival reached an audience of over 50,000 people in over 60 events in over 30 venues. Shubbak received the 2019 UNESCO Sharjah prize for Arab Culture.

Shubbak Festival 2021 ran from 20th June – 17th July, an ambitious programme connected you to the very best in contemporary Arab art and culture, including marathon DJ sets, hip hop and rap artists, re-imagined classics, installations in iconic settings, and audio guided tours of an imaginary city. Shubbak was broadcasted live and direct from London and online, as well as Beirut, Gaza, Marrakech, Slemani, Riyadh, Khartoum and Doha. We were joined by artists, audiences and communities locally and globally through a festival programme made up of newly commissioned work, and work that had been reimagined specifically for this year's exceptional conditions.

We are now looking for an energetic, results-driven senior manager to work alongside our newly appointed Joint CEO in the development of the next phase of Shubbak. The General Manager assumes control and management of all administrative processes for the operation of the Shubbak including finance. It is essential that the postholder brings to the position an ability to assimilate broad, comprehensive views of the organisation's objectives, as well as an ability to establish and implement the necessary steps for successful project and festival delivery.

The General Manager must adhere to the organisational values, policies and procedures. The General Manager is accountable for all of Shubbak's operating affairs, financial management and will make timely reports to the Joint CEO and the Board of Trustees. Together with the Joint CEO, the Head of Operations fosters a positive environment that encourages the best from staff.

KEY TASKS AND RESPONSIBILITIES:

1. Operation and Finance

- Ensure the festival's logistics are planned and implemented, including visa applications, travel and accommodation, contractual arrangements with venues and partners etc.
- Ensure compliance with legal obligations and requirements including: Companies Act, Insurance, Charity Commission, Equality Act, Charity law, Employment Law, General Data Protection Regulations, Health and Safety etc.
- Lead on compliance including monitoring and data collection for Arts Council England and other funders and stakeholders
- Maintain oversight of financial processes from day-to-day bookkeeping through to high level strategy and forecasting
- Ensure the smooth day-to-day running of the office and facilities
- Manage festival budgets and liaison with funders and Shubbak's producers
- Manage day-to-day financial operations and ensure effective financial controls are in place, including petty cash, credit cards and bank reconciliation
- Manage payroll or oversee payroll management, as appropriate
- Act as bank signatory and credit card holder
- Manage EU/EEA tax waiver applications, as appropriate
- Manage administration of individual giving and donors
- Advise on financial modelling of the organisation, including exploring alternative revenue streams.
- Lead on reviewing and updating internal processes and systems to ensure the organisation is operating efficiently.
- Assist and collaborate with the Joint CEO on fundraising initiatives and applications
- Create and review all necessary health and safety documentation (COVID-19 risk assessments, project related risk assessments, etc.)
- Oversee the organisation's insurance policies.
- Maintain and review the organisation's risk register.
- Lead on evaluation planning and reports

2. HR

- Manage the team and freelance consultants as appropriate
- Plan team capacity to deliver the festival programme and ad-hoc projects, managing recruitment and hiring of temporary and freelance staff.

- Act as level 1 user of the UK Border Agency Sponsorship Management System in relation to issuing, monitoring, reporting of tier 5 or other certificates. Produce sponsor related documentation as required by the UK Border Agency in relation to NON-EU workers
- Report back to the Home Office regarding our Permit Free Festival status as well as reapplying to be added to the list annually.
- Oversee and manage Shubbak's support and engagement in visa applications of artists.

3. IT

- Lead on IT including: reviewing systems, annual maintenance and liaison with external IT consultant
- Lead on digital archiving to include: monitoring data storage, capacity and security, ensuring information can be readily accessed and ensuring systems and protocols and used consistently

4. Board and Governance

- Serve as the primary contact for the Board of Trustees
- Attend and minute all regular and special meetings of the Shubbak Board of Trustees
- Support all Board of Trustees' committees
- Keep Board of Trustees informed by timely reports deemed necessary by the CEO, required by the Board, required by the by-laws, and/or required by law
- Plan and execute the operations of Shubbak in accordance with the by-laws and policies of the Board.

5. Marketing and Public Relations

- Assist and collaborate with Marketing and Communications Manager to ensure the successful delivery of the marketing and communications plan
- Act as an ambassador for the Festival and its representatives.
- Actively identify partnership opportunities for the organisation.

6. Other

- At all times carry out duties and responsibilities with regard to Equal Opportunities, diversity and dignity at work in the delivery of services and the treatment of others
- Comply with the company's policies and practices to reduce environmental impact.
- Identify areas for personal development, and undertake training necessary to fulfil the job description
- Carry out any other duties as may be reasonably required by the Company's management

PERSONAL SPECIFICATION:

Candidates should be able to demonstrate the following:

ESSENTIAL

- Significant experience of working in a similar operational role within a creative organisation
- Experience in festival and/or event management
- Significant experience in sound financial management and reporting
- Significant experience in contract management including but not limited to employee and freelance HR, project and service contracts with venues, co-commissioning and co-presenting contracts, external producers and funder contracts
- Experience and understanding of marketing and PR in the creative sector
- Commitment to diversity and equal opportunities
- Experience of successfully recruiting, managing and motivating staff
- Experience in working with Arts Council England NPO and associated compliance
- Ability to manage a broad and complex workload with multiple deadlines
- A versatile and adaptable approach to work with excellent problem solving abilities
- An interest and passion for Shubbak's aims and programmes and understanding of the festival's place in the wider cultural sphere
- The focus and tenacity to push through complex procedures
- Due to the tight turnaround of this appointment, all candidates must have the right to live and the right to work in the UK.

DESIRABLE

- HR qualification
- Experience preparing management and annual accounts
- Experience and knowledge of contemporary Arab Culture
- Knowledge of spoken and written Arabic

We encourage those who self-identify as Black, Arab, Afro-Arab, Indigenous or Person of Colour to apply; as these groups are underrepresented within our industry nationally. Candidates who have faced access barriers to the arts (whether due to socio-economic background or other) are also especially encouraged to apply for this role.

Disabled applicants who meet the minimum criteria for the position are guaranteed an interview.

TERMS AND CONDITIONS

1. This is a part-time post of 32 hours per week (4 days). The post has the capacity to increase and become full-time during busy periods depending on the need and the suitable candidate.
2. This role is presented on PAYE terms.
3. Salary is pro rata at £37,000–£39,000 per annum.

4. Holiday entitlement is 25 days per annum pro-rata plus public holidays during that period.
5. The post-holder will be automatically brought into the NEST pension scheme.
6. The post-holder must be eligible to work in the UK.
7. The post is normally based at Shubbak's office in Arab British Centre, 1 Gough Square. Shubbak regularly reviews its working practice in line with government guidance and negotiating with the team.

APPLICATION PROCEDURE

Please send your application to recruitment@shubbak.co.uk with the following information by Monday 15 November:

- Covering letter of no more than 2 A4 pages outlining why you would like to work with Shubbak and how you meet the person specification.
- C.V. (2 pages maximum)
- Contact details of 2 referees
- Complete Equal Opportunities Monitoring form [HERE](#)

Interviews will be held in the week commencing 22 November with a view to occupying the post from Monday 3 January 2022. Please indicate alternative availability in your application, if these dates do not match your current availability.